



University of Central Lancashire

Training 2000

INFORMATION FOR EMPLOYERS



Optical

Apprenticeships

Training 2000's Level 3 Optical Assistant Apprenticeship will enable your existing staff to learn new knowledge and skills, or assist you in recruiting a new member of staff with a fresh pair of eyes.

This 18-month Apprenticeship teaches learners policies, procedures, and regulated activities within the Optical working environment, such as GDPR, NHS, GOC health and safety and safeguarding in addition to learning how to identify and meet customer needs within the optical environment.

“ We have two optical assistant apprentices with Training 2000 and Tony and the team have done a FANTASTIC job. Very soon we'll have two very capable optical assistants in our team, and a great asset. They've loved the training!”

- Phil - Store Director

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Our Optical Apprenticeship

LEVEL 3 APPRENTICESHIP

Optical Assistant

Duration: 18 months

Commitment: One day per week online.

The apprentice is required to spend at least 6 hours per week completing 'off the job' training. This could include their lessons at Training 2000, online training, industry visits, competitions and shadowing.

Entry requirements:

A minimum of two GCSE at grade 4 (grade C) or above in maths and English

Funding your Apprenticeship:

Levy paying employers: £8,000

Non-levy, 5% contribution: £400

Fewer than 50 employers with a 16-18 year old apprentice: £0

Important information:

Ideally an in-practice supervisor needs to be Qualified and Registered on the General Optical Council. (Dispensing Optician, Contact Lens Optician or OMP or Optometrist) or you can delegate the supervisor role to a senior member of the team.

Topics covered:

Operating procedures

Act within the limits of own competence and within agreed ways of working, following the relevant local and national standards, policies, standard operating procedures used in the workplace.

Customer journey

Promote and provide a high level of service and care throughout the customer journey.

Health & safety

Maintain the health, safety and security of yourself, customers and others in the workplace by identifying risks and taking appropriate action to keep people safe.

Customer needs

Identify customer needs and offer the appropriate services and products to meet those needs.

Booking service

Provide and maintain a triage and appointment booking service for customers.

Pre-appointments

Provide a pre-appointment service for customers, gaining valid consent.

Quality

Review spectacles for quality, prescription and measurement accuracy.

Dispensing service

Provide a (product recommendation, measurement and fitting) dispensing service for customers requiring spectacles.

After care

Provide a spectacle collection, fitting and adjustment service.

Customer service

Provide and maintain a concern handling service for customers and manage queries.

Targets

Meet personal and business targets and goals on an ongoing basis.

Contact lens

Provide a contact lens insertion and removal service.